



Third Party Clinic

User Manual

Version 3.4.2021

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Introduction – Welcome to VAMS

The Vaccine Administration Management System (VAMS) is a secure, web-based tool built to help jurisdictions, vaccination clinics, organizations, and vaccine recipients manage COVID-19 vaccination efforts. It supports operations and data collection and tracking to meet COVID-19 vaccination requirements.

Four Portals

Each portal is designed for a specific type of user.




Jurisdiction Portal

- Register your jurisdiction
- Add organizations and clinics within your jurisdiction




Organization Portal

- Register your organization's information
- Add organization members for COVID-19 vaccination eligibility



Recipient Portal

- Register my patient information
- Schedule a COVID-19 vaccination appointment
- View my COVID-19 vaccination certificate



Clinic Portal

- Register your clinic information
- Manage vaccination appointments
- Log vaccinations

- “Organization” refers to any institution, association, company, or other group that will add critical infrastructure workers and others at-risk groups in VAMS to be considered for COVID-19 vaccination. “Member” is one example of an organization.
- Vaccination clinics are often referred to as “vaccine clinics” in VAMS.

PRIVACY NOTE

To receive the COVID-19 vaccine, personally identifiable information (PII) and protected health information (PHI) will be entered into VAMS. PII is any data that could potentially identify an individual. PHI includes demographic information and relates to the individual's past, present, or future physical or mental health or condition. VAMS complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For more information about HIPAA visit:

<https://www.cdc.gov/phlp/publications/topic/hipaa.html>

How to Use the User Manual

This manual is to be used by the Third-Party Clinics to better understand and manipulate VAMS. In this guide, you will find step by step instructions along with images of the pages to assist you while manipulating VAMS.

Disclaimer

The content contained in WV VAMS training materials is provided only for educational and informational purposes for the clinic users in West Virginia. West Virginia attempts to ensure that content is accurate and obtained from reliable sources but does not represent it to be error-free. West Virginia does not warrant that any functions on the VAMS website will be uninterrupted, that defects will be corrected, or that the website will be free from viruses or other harmful components. Any links to third party information on the website are provided as a courtesy and do not constitute an endorsement of those materials or the third party providing them.

Navigating VAMS

Quick Tip: VAMS works best in the Google Chrome browser but can be accessed via any browser except Internet Explorer. VAMS also works on mobile devices.

To access VAMS, visit: <https://vams.cdc.gov/vaccineportal/s>

Below you will find ways to help you navigate VAMS:

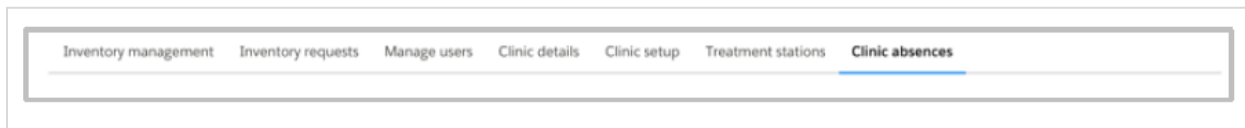
Header/Banner



Clicking the **VAMS** logo will return you to your portal's home page. The **Help** link will take you to a list of frequently asked questions (FAQs). The arrow beside your name will drop down and allow you to **log out** of the system.

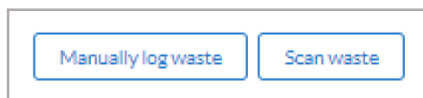
Tabs

Tabs are available at the top of the page and allow you to move between pages. The tab you are currently viewing will be underlined and bolded.



Buttons

Buttons will allow you to start, advance, and complete tasks.



Tables

Tables allow you to sort and filter information. You can view details by clicking the links in each row. You can also filter the columns by clicking on the table headers.

Product	Manufacturer	Doses Received	Doses Remaining	Date added/reconciled	Status
Moderna COVID-19 ...	Moderna US, Inc.	1000	998	Feb 5, 2021	Active
Pfizer-BioNTech Covi...	Pfizer Manufacturing ...	2500	2499	Feb 4, 2021	Active
Pfizer-BioNTech Covi...	Pfizer Manufacturing ...	1000	997	Jan 27, 2021	Active

Third-Party Clinic Administration

A third-party clinic is a clinic established in an existing facility such as a Long-Term Care Facility (LTCF), nursing home or correctional facility to facilitate COVID-19 vaccinations for recipients who reside in those facilities. The information presented here is only relevant to administrators to Third-Party Clinics.

The next pages will provide information on the following topics:

- How to Register as a Third-Party Clinic in VAMS
- Key Differences Between Standard, Mobile Clinics, and Third-Party Clinics
- Third-Party Clinic Users
- Add Third-Party Recipients in VAMS
- Remove a Recipient
- Find a Recipient
- Add Inventory
- Remove Inventory

How to Register Your Third-Party Clinic

There are three parts to registering your clinic as a Third-Party Clinic. This is different than a Standard Clinic because you will not set a clinic schedule.

Activate Your User Account:	Register Your Clinic in VAMS:	Add Clinic Staff as VAMS Users
<ol style="list-style-type: none"> 1. Check your email for the link to set up your account. 2. Click the registration link in your email. 3. Verify your email address. 4. Create your password. 5. Check your email account for a verification code. 6. Enter the verification code. 7. Read the terms and conditions and check the box if you agree. 8. Click Create Account. 	<ol style="list-style-type: none"> 1. Log into VAMS. 2. You are directed to the Register Vaccination Clinic – Clinic Point of Contact page. 3. Ensure the information is correct. <ol style="list-style-type: none"> a. If any information is incorrect, update it on this page. 4. Click Next. 5. You are moved to the Register Vaccination Clinic – Clinic Information page. 6. Ensure your clinic information is correct. <ol style="list-style-type: none"> a. If any information is incorrect, update it on this page. 7. Click Next. 8. You are taken to the Register Vaccination Clinic – Review page. 9. Review all information. 10. Click the checkbox beside: By selecting this checkbox I confirm the above information is accurate. 11. Click Next 12. Click View Portal. 13. You are then taken to the Clinic Portal main page. 	<ol style="list-style-type: none"> 1. Click the Manage Users tab. 2. Click New. 3. Add the user's email in the Add or Update User. 4. Click Search. 5. Enter the user's Email Address. 6. Enter the user's First Name. 7. Enter the user's Last Name. 8. Select the user's Role. 9. Select the user's Credentials. 10. Click the checkbox stating you are not a robot. 11. Click Save. 12. A registration email will be automatically sent to the user with a link for them to set up their VAMS account.

Key Differences Between a Standard Clinic and a Third-Party Clinic

Standard Clinic	Third- Party Clinic
<ul style="list-style-type: none"> ➤ Healthcare setting providing outpatient care with one permanent location for vaccination. ➤ 4 roles: Clinic Administrators, Inventory Managers, Front Desk Personnel, and Healthcare Professionals. ➤ Schedules are utilized in VAMS. ➤ Vaccine recipients use VAMS. ➤ Vaccine recipients received reminders from VAMS. 	<ul style="list-style-type: none"> ➤ Existing facility set to provide vaccines to housed recipients. ➤ 2 Roles: Clinic Administrators and Healthcare professionals. ➤ No schedule is established. ➤ Vaccine recipients do not use VAMS. ➤ Third-party clinics do not appear in the search results. ➤ Third-party clinic administrators and/or healthcare professionals track vaccine recipients next dose eligibility.

Add Third-Party Clinic Vaccine Recipients in VAMS

Third-party recipients will not be creating their own VAMS accounts nor will they be recording their medical histories. You will need to add them to VAMS.

The following information will need to be obtained to enter them into VAMS:

- First name
- Last Name
- Gender
- Ethnicity
- Race
- Their consent for the COVID-19 vaccine. This field can be edited at any time after their information is added to VAMS.
- Insurance information (if applicable)
- Medications (if applicable)
- Other relevant medical information (if applicable)

There are 2 ways to add recipients to VAMS. You can manually enter each recipient's information, or you can upload them at once, known as a bulk upload.

Add Third-Party Clinic Recipients One at a Time:

1. Click on the **Manage Recipients** tab.
2. Click **Add Recipient**. You will be taken to the Add Recipients page.
3. Enter the **recipient's information**. The recipient's home address will default to the third-party clinic's address.
4. Click **Next**.
5. Enter the **recipient's insurance information**, if applicable.
6. Click **Next**.
7. **Review** the information.
8. **Verify** the information is correct. If not, click **Previous** to update the information.
9. If the information is correct, click **Next**.

The recipients record is saved!

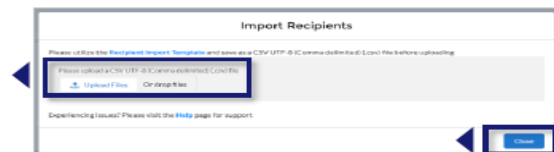
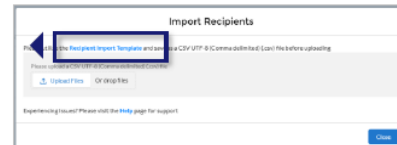
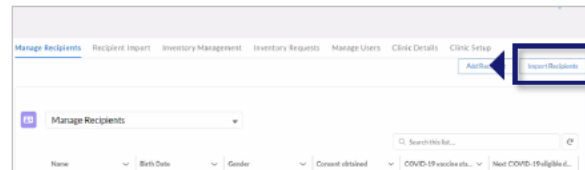
➤ NOTE:

- You can indicate a recipient's preferred method of contact if you enter their email and/or cell phone number. If SMS is selected as the preferred contact method, the system will send the recipient a verification code via SMS. You must enter this code to continue adding the recipient.
- Adding contact information is optional and can be done when adding a recipient individually or via the bulk upload template.
- You can also add this information to an existing third-party recipient's record.

Bulk Upload Third-Party Recipients

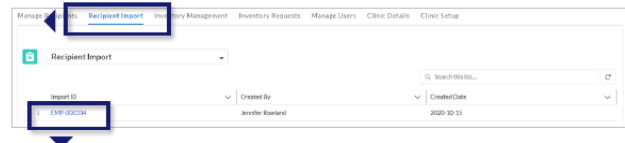
You will be able to upload numerous recipients at once by adding their information into a spreadsheet and then uploading it into VAMS.

1. Click the **Manage Recipients** tab.
2. Click **Import Recipients**.
3. Click on the **Recipient Import Template** link. The template will download to your computer.
4. Enter the **required recipient information** fields. They are designated by an asterisk.
5. **Save the template as a CSV file.**
6. On the **Import Recipient** page, click **Upload Files**. You can also drag and drop your organization list into the **Drop Files** area of the page.
7. Click **Close**.



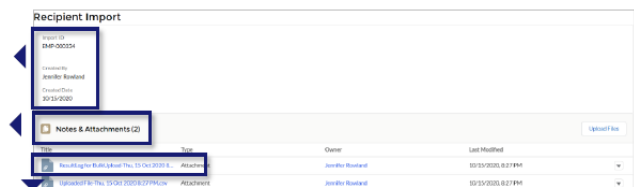
After importing a list of recipients:

- A message appears stating your list is in the queue to upload.
 - You will receive an email, notifying you the upload was complete.
 - A log will appear on the **Recipient Import** page.
8. Click on the **Recipient Import** tab.



On the **Recipient Import** page, you will see information about your upload, including the system-generated import ID number, who imported the list.

9. Click the **Import ID**. You will be directed to the Recipient Import page.
 - The **Import details** section has the Import ID, jurisdiction name, created by and created date.
 - The **Notes and Attachments** table includes two files: a **Result for Bulk Upload** and the recipient import file you uploaded.



The **Result Log for Bulk Upload** is your uploaded file.

10. Click the **Result Log for Bulk Upload** link. Your file will open.

11. Scroll to the right until you see the **status column**. The status column states if the recipient was added to the system.

- If you see an **error message**, there's duplicate or missing information. These recipients have not been uploaded into the system.
- If you see **Success**, the recipients were uploaded into the system correctly.

	A	B	C	D	E	F	G	H	I
1	FirstName	LastName	Email	Status					
2				Insert failed due to blank values. All Fields Are Required					
3	Random	User	ruser@mc	email already exists in the system					
4	FNU	LNU	Inufnu@	email already exists in the system					
5									
6									
7									

Remove a Third- Party Recipient

Clinic Administrators and Healthcare Professionals can remove a third-party recipient.

To remove a recipient:

1. Click on the **Manage Recipients** tab.
2. Find the recipient you wish to remove in your **Manage Recipients** table.
3. Click the arrow located at the far right of their name.

4. Choose **Remove**.

5. A **Warning** pop-up will appear asking if you want to remove the recipient.
6. Click **Remove** to remove the recipient or,
7. Click **Cancel** to keep the recipient in your third-party clinic.

Find a Recipient

You can search, view and add recipients using the **Find a Recipient** button. VAMS will search for all recipients, including those registered in VAMS as recipients and those added to third-party clinics. Once a recipient is found, you will be able to add the recipient to your third-party clinic.

To search for a recipient:

1. Click on the **Other Recipient's** tab.
2. Click the **Find a Recipient** button. You'll be directed to the Search for Recipient page.

The screenshot shows the top navigation bar of the VAMS system. The 'Other Recipients' tab is highlighted with a blue box. To the right, there is a button labeled 'Find a recipient' also highlighted with a blue box. Below the navigation bar, there is a dropdown menu currently set to 'Other Recipients'.

On the **Search for Recipient** page,

3. Enter the recipient's **Email, VAMS system ID or External system ID**.
4. Or enter the recipient's **First Name, Last Name or Date of Birth**.
5. Click **Search**.

The screenshot shows the 'Search for recipient' form. It has a title 'Search for recipient' and a subtitle 'Enter the required information to search for a recipient and schedule an appointment.' Below this, it says 'Enter ONE of the following fields to search for a recipient.' There are three input fields: 'Email', 'VAMS system ID', and 'External system ID'. Below these, it says 'Or, enter ALL of the following:'. There are four input fields: 'First name', 'Last name', 'Date of birth', and 'Gender' (a dropdown menu). At the bottom, there are two buttons: 'Back to portal' and 'Search'.

6. If the recipient exists, a **Search Results** table will appear below.

The screenshot shows the 'Search results' table. It has a title 'Search results' and a subtitle 'Enter the required information to search for a recipient and add them to the clinic.' Below this, there are input fields for 'First Name', 'Last Name', 'Date of birth', 'Gender', and 'Email'. There are two buttons: 'Back to portal' and 'Search'. Below the input fields, there is a table with the following data:

First Name	Last Name	DOB	Gender	Cell phone	Email	Third party re...	Covid 19 v...	Next covid 19 ...	Vaccine ty...
Tiffany	Smith	September 16, 1990	Female						

At the bottom right of the table, there is a button labeled 'Add recipient'.

7. If you want to add the recipient to your clinic, click the **Schedule walk in**.
8. You will be taken to another screen that notifies you of the next available walk-in appointment. The recipient will be reserved for that future appointment.

The screenshot shows the 'Search results' table with the 'Schedule walk in' button highlighted with a blue box. The table has the following data:

First Name	Last Name	DOB	Gender	Cell phone	Email	Third party re...	Vaccine sta...	Follow-up vacci...	Next covid 19 ...	Vaccine ty...
Kiska	Dog	May 25, 1950	Female	(304) 638-3818	tiffany.a.kot...			February 18, 20...	Pfizer-BioNTec...	VAMS-100004...
Donald	Duck	September 16, ...	Female	(304) 633-6541	tiffany.a.kot...	✓				VAMS-100024...

Below the table, there is a message: 'Can't find the intended recipient? Add them to VAMS to schedule a vaccination appointment.' and a button labeled 'Add recipient'.

Invalidate and edit vaccination records

You will now be able to search edit and invalidate a recipient's past vaccinations.

1. Open **VAMS**.
2. Click on the **Manage appointments** tab.

Click on the **Search past vaccinations** button.

3. You will be taken to the **Search for recipient immunization** page.
4. Enter the recipient's **First Name**.
5. Enter the recipient's **Last Name**.
6. Enter the recipient's **Date of Birth**.
7. Click **Search**.

8. If the recipient exists, Search results will appear at the bottom of the screen.
9. Click **View Record** to access the recipients record.

Search results									
Name	DOB	Date administe...	Product	Manufactu...	UoU (vial)	lot number	Exp. date	Site	Action
Donald Duck	September 16, ...	February 04, 2...	Moderna COVL...	Moderna US, Inc.	8077727310	123	7/2021	Left Deltoid	View record

10. You are taken to the Recipient's record.
 - **NOTE:** The recipient will have one record for each vaccination he/she received at your clinic.
11. Click on the **Vaccine Administration** tab.
12. Click **View Record** of the vaccine you wish to access.

	Date Administer...	Product	Manufacturer	Dose	Lot Number	Exp.Date	Clinic	
1	2/4/2021	Moderna COVID-19 ...	Moderna US, Inc.	.5 mL	123	7/2021	Set Up Clinic Demo	View record

13. You are taken to the **Vaccination Record** page. On this page, you will find the recipient's vaccination information.
14. On this page you have the option to **Edit**, **Invalidate** or **Update** the vaccine record.

Vaccination record

Edit record
Invalidate record

Edits to vaccination records will not adjust inventory totals. Please manually update inventory totals if necessary.

Recipient Name

Donald Duck

Date administered

Feb 4, 2021

Manufacturer

Moderna US, Inc.

Product

Moderna COVID-19 Vaccine

UoU (vial) lot number

123

Exp. date

Jul 31, 2021

Site

Left Deltoid

Vaccination change history

Date updated	Updated by	Date administered	Product	Manufacturer	UoU (vial) number	Exp. date	Site	Reason
--------------	------------	-------------------	---------	--------------	-------------------	-----------	------	--------

To Edit a record:

1. Click **Edit**.
2. Update any field of the vaccination.
3. Click **Save**.
4. Select the **Reason for the update**.
5. Click **Save**.
6. You will be taken back to the **Vaccination Record** page.
7. You will see the **Vaccination change history** table at the bottom of the screen with the changed information.
 - Any updates made to the record will update the recipients account and vaccination certificate.

To Invalidate a record:

1. Click **Invalidate Record**.
2. Select the **Reason for the invalidation**.
3. Click **Invalidate Record**.

- **NOTE:** Edits made related to inventory, will need to be manually updated in the inventory records.

Covid-19 Vaccine Administration

To administer vaccines to third party recipients, you'll follow the same process as in Vaccine Administration with two additional activities:

- Recording the recipient's pre-vaccination actions
- Tracking the recipient's second dose eligibility date
- Record vaccine information if a recipient received their vaccine outside of VAMS

Record the recipient's pre-vaccination actions

1. Log into **VAMS**.
2. Click **Manage Recipients**.
3. Find the recipient.
4. Click the recipient's name. You'll be taken to recipient's record.
5. You will see an alert if the pre-vaccination were not completed.
6. Click **Edit Recipient Details** to update the pre-vaccination information. You'll be taken to the **Recipient Information** page.
7. Scroll down the page to the **Have Pre-vaccination actions been completed?** field.
8. Select your response using the drop-down arrow.
9. Click **Next**.

⚠ Prevacation actions have not been completed. COVID-19 vaccine administration cannot be performed without a record of Prevacation actions.

📝 Notes (0)

Recipient Details | Medical Information | Vaccine Administration

[Edit Recipient Details](#)

Track Second Dose Dates

1. Log into **VAMS**.
2. Click Manage Recipients.
3. You will see a list of recipients who have been added in VAMS.
4. You will see a column for **COVID-19 Status** and **Next COVID-19 eligible date**.

Search this list...									
Name	Birth Date	Gender	Cell Phone	Email	Prevaccination a...	Vaccine status	Follow-up vaccinatio...	Vaccine name	External System ...
1 Lewis Capaldi	January 28, 1950	Other			No	0 / 0 received			
2 Tiffany Smith	September 10, 1980	Female			Yes	1 / 2 received	Feb 25, 2021	Moderna COVID-19 ...	

Record Vaccine Administered Outside of VAMS

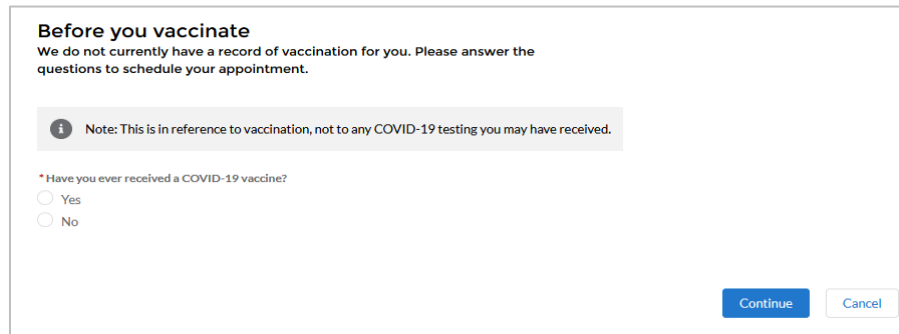
When you click Log Vaccinations on the recipient's record, you will now be notified VAMS doesn't have a record that the recipient received the first dose. You will answer a question asking if the recipient received the first COVID-19 dose.

1. Log into **VAMS**.
2. Click on the recipient's name located on the Manage Recipients tab. You will be taken to the recipient's record.
3. Click the **Vaccine Recipient** tab.
4. Click **Log Vaccination**.



The screenshot shows the VAMS interface with three tabs: 'Recipient Details', 'Insurance', and 'Vaccine Administration'. The 'Vaccine Administration' tab is highlighted with a blue border. In the top right corner, there is a button labeled 'Log Vaccination' also highlighted with a blue border.

5. You are taken to a **Before you vaccinate** page.



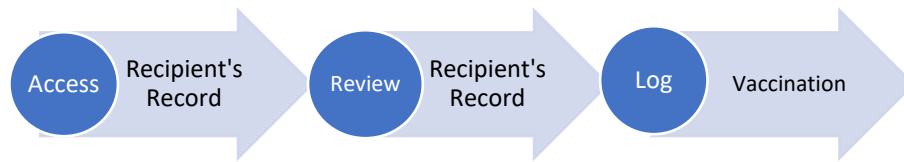
The screenshot shows a 'Before you vaccinate' page. At the top, it says 'Before you vaccinate' and 'We do not currently have a record of vaccination for you. Please answer the questions to schedule your appointment.' Below this is a note: 'Note: This is in reference to vaccination, not to any COVID-19 testing you may have received.' Then, there is a question: '* Have you ever received a COVID-19 vaccine?' with two radio button options: 'Yes' and 'No'. At the bottom right, there are two buttons: 'Continue' and 'Cancel'.

1. Select **Yes**.
2. Select the type of vaccine the recipient received.
3. Enter the **Prior vaccination date**.
4. Click **Continue**.
5. Follow the steps located in **Log Vaccination** section of this User Manual.

➤ **NOTE:** The recipient's vaccination certificate will only reflect the dose you administer in VAMS.

1. Select **No**.
2. Click **Continue**.
3. You will be notified to review the recipient's information prior to the vaccination.
4. Follow the steps located in **Log Vaccination** section of this User Manual.

Vaccine Administration



There are 3 steps to administering a vaccination. Below are the detailed instructions to help you log vaccinations.

Access the Recipient's Record

You will need:

Recipient's name or email address

1. Log into **VAMS**.
2. Click on the **Manage Appointments** tab.
3. Locate the **recipient** in the Checked-in Recipient table.
4. Click on the **recipient's name**.

Scheduled Start	Name	D.O.B	Gender	Email	Observation?	Dose	Vaccine Name	Source	Cancel Appointment
1 Jan 27, 2021, 2:37:07...	Kiska Dog	May 25, 1950	Female	trifanya.kotalic@w...	YES	1st			Cancel

5. A pop-up will appear **"Have you verified this is the correct recipient?"**
6. Verify you are vaccinating the correct recipient by their name and date of birthdate.
7. Select **Yes**. You will be taken to the Recipient's record.
8. Select **No**, you will be returned to the Manage Appointments tab.
9. Click **Next**.

Verification of Recipient

*Have you verified this is the correct Recipient?

☐ Yes

☐ No

Next

Review the Recipient's Record

After you have confirmed you are vaccinating the correct recipient, you will either be taken to the Notes page alerting you to complete more paperwork or you will be taken directly to the recipients record.

1. If the recipient has not completed the pre-vaccination questionnaire, choose to **Start Pre-vaccination Questionnaire in VAMS** or **Record that Pre-vaccination Questionnaire was completed outside of VAMS**.

2. Click **Start Pre-vaccination Questionnaire** or **Record that Pre-vaccination Questionnaire was completed outside of VAMS**.
3. If you choose Start Pre-vaccination Questionnaire, you will be taken to the Pre-vaccination questionnaire page.
4. **Complete** all the questions.
5. Click **Next**.
6. You will be directed to the recipient's record page.

You will see:

- **Recipient details.** This will include the recipient's name date of birth, and gender.
- **Next dose** information. This will notify you when the recipient is eligible for their next dose or you can see the vaccine certificate.
- **Insurance.** The recipient's insurance information will appear in this tab, if it was provided.
- **Notes.** You can log details that may be helpful to another healthcare provider in the future. To log a note, click **New Note**, enter your note, and click **Done**.
 - All notes will be visible to other healthcare providers who access the recipient's record.
 - To **Delete** a note, open the note, click the delete button on the bottom of the note pop-up.
- **Information tabs.** You should review these before administering the vaccine.

- **Pre-vaccination Questionnaire** provides information such as allergies, health status, questionnaire.
- **Recipient Details:** the recipient's demographic information.
- **Medical Information:** lists medications, health conditions, allergies, and insurance information.
- **Vaccine Administration:** COVID-19 Vaccine history.

Log Vaccinations

You are now ready to administer the COVID-19 vaccination.

1. Click the **Vaccine Administration** tab.
2. Click **Log Vaccination**.

There's a four-step process to log a vaccine. As you're moving through the process, there's a progress bar at the top of your screen. After you click Log Vaccine, you'll be taken to the Assess recipient condition page.

3. Answer both questions on the page. Answering **No** to either question, will cause the recipient to be ineligible for the vaccination during this visit and you will be directed to a screen informing you a rescheduling email was sent to the recipient.
4. Select the reason for the unsuccessful vaccination.
5. Click **Next**.

If both answers are **Yes**, you will move onto the **Enter Vaccine Info** page.

6. Choose the method you are going to log the vaccine, manually or by a scan.
7. Click **Next**.

To use a **2D barcode scanner**:

- You should have selected **Scan UoU barcode** in the previous step.
 - VAMS is only compatible with 2D barcode scanners, not mobile app 2D scanners.
 1. Scan the **barcode**.
 2. The vial information will populate the fields.
 3. **Verify** the information is correct.
- **NOTE:** the vial inventory is verified and if the vial information does not match the inventory, you will get an error message and will be unable to continue.

4. Click **Next**.
5. You will see a summary screen.
6. Use the drop down to select the **vaccine administration site** (left deltoid).
7. Click **Next**.

At this point, you should click the **Previous** button to return to the **Enter Vaccine Info** page to select **Enter Information Manually** to complete the vaccination.

To log a vaccine **manually**:

1. You should have selected, **Enter UoU (vial) information manually** in the previous step.
2. Use the drop down menu to select the **Manufacturer**.
3. Use the drop down menu to select the **Product**.
4. The next two drop down fields will be dependent upon the inventory of the manufacturer you selected. Select the **UoU (vial) lot number**.
5. The expiration date cannot be edited.
6. Click **Next**.

7. You will see a summary screen.
8. Verify the information is correct.
9. Use the drop down to select the **vaccine administration site** (left deltoid).
10. Click **Next**.

Log Vaccine Outcome

This screen will allow you to indicate if the vaccination was successful.

1. Choose if the vaccination was successful or not.
2. Click **Next**.

Log Vaccination

✓ ✓ ✓ Log vaccination outcome Record wastage

*Was vaccine administration successful?

☐ Yes

☐ No

Previous Next

If you chose **No**:

- You will be directed to a screen, asking if it's possible to **reattempt** the vaccination.
 - If you **can re-attempt** the vaccination, you will be taken back to the **Log Vaccination** page, to start the vaccination process over.
 - If you **cannot re-attempt** the vaccination, the system will ask you if waste occurred.
 - If no waste occurred, click **No**, then click **Next**.
 - If waste did occur, click **Yes**.
 - Log the waste.
 - Use the drop-down to select the reason for the unsuccessful vaccination.
 - Click **Next**.
 - The recipient will receive an email suggesting they schedule another appointment.

If you chose **Yes**:

- You will be asked if waste occurred.
 - If no waste occurred, click **No**, then click **Next**.
 - If waste did occur, click **Yes**.
 - Log the waste.
- Click **Next**.
- A pop up will appear informing you the recipient is eligible for the second dose.
- VAMS will determine the date the recipient is eligible to receive their next dose.
- The recipient will be notified via email the date they are eligible for their next dose and be given a link to schedule their next appointment on or after the system generated date.
- Click **Finish**.

Vaccination Successful

Recipient will be eligible for the next dose of the COVID-19 vaccine on or after 02/18/2021. [View vaccination certificate.](#)

Finish

Log COVID-19 Vaccine Inventory

You can log vaccine delivery two different ways:

1. Scan the barcodes on the vaccine vials using the 2D scanner. This will automatically enter the vaccines into VAMS.
2. Manually enter the information.

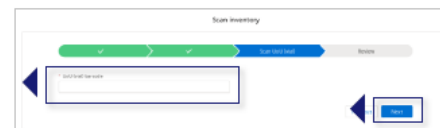
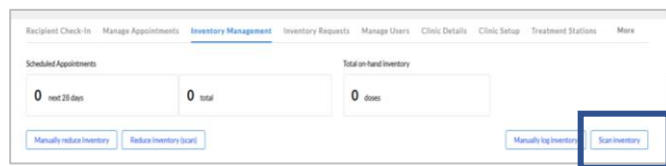
Barcode Types:

- Unit of Use, UoU, is the vaccine vial.
- Unit of Sale, UoS, is the packaging the vials are delivered in.

Log Vaccine Inventory using a 2D Scanner

You must scan each UoS individually. Each UoS contains multiple vials. When logging inventory, you must scan one UoU from each UoS.

1. Click the **Inventory Management** tab.
2. Click the **Scan Inventory** button. The **Scan Inventory** pop-up will appear.
3. **Scan** the UoS barcode on the vial using your 2D scanner. The barcode will appear in the barcode field.
4. Select the **Manufacturer**.
5. Click **Next**.
6. The UoS information will populate the required fields.
7. **Enter** the total UoU vials.
8. Click **Next**.
9. Scan the UoU barcode on one of the vials. It will appear in the barcode field.
10. Click **Next**.
11. **Ensure** the information is correct.
12. Click **Next**.
13. Click **Finish**.



Log COVID-19 Vaccine Inventory Manually

1. Click the **Inventory Management** tab.
2. Click **Manually Log Inventory**. A **Manually Log Inventory** page will appear.
3. Select the **Manufacturer** from the drop-down menu.
4. Select the **Product** from the drop-down menu.
5. Select the **UoS NDC**.
6. Enter the **UoS Lot Number**.
7. Enter the **UoU Lot Number**.
8. Enter the Total UoU (vials) in UoU.
9. Enter the **Expiration Date**.
10. Click **Next**.
11. **Ensure** the information is correct.
12. Click **Next**.

The screenshot shows the 'Inventory Management' tab selected in the top navigation bar. Below the navigation bar, there are three summary boxes: 'Scheduled Appointments' (0 next 28 days), 'Total' (0 total), and 'Total on-hand inventory' (0 doses). At the bottom, there are four buttons: 'Manually reduce inventory', 'Reduce inventory (scan)', 'Manually log inventory' (highlighted with a red box), and 'Scan inventory'.

The screenshot shows the 'Manually log inventory' form. It has a 'Next' button at the top right. Below it, there are several input fields: 'Manufacturer' (a dropdown menu), 'Product' (a dropdown menu), 'UoS NDC' (a text field), 'UoS Lot number' (a text field), 'UoU Lot number' (a text field), 'Total UoU (vials) in UoU' (a text field), and 'Expiration date' (a date picker). A 'Next' button is at the bottom right, highlighted with a red box.

The screenshot shows the 'Scan inventory' form. It has a progress bar at the top with three steps: 'Scan inventory' (active), 'Review', and 'Finish'. Below the progress bar, there is a 'Scan information' section with several input fields: 'Lot number', 'Product', 'UoS NDC', 'UoS Lot number', 'UoU Lot number', 'Total UoU (vials) in UoU', and 'Expiration date'. A 'Next' button is at the bottom right, highlighted with a red box.

13. Click **Finish** in the pop-up window.

NOTE: When you log inventory, you are logging vials.

The screenshot shows a confirmation message: 'Inventory successfully logged'. Below the message is a green checkmark icon. At the bottom, it says 'Total on-hand inventory for the clinic has been updated.' and there is a 'Finish' button highlighted with a red box.

Reduce COVID-19 Vaccine Inventory

You can reduce vaccine inventory two different ways:

- 1 Scan the barcodes on the vaccine vials using the 2D scanner. This will automatically enter the vaccines into VAMS.
- 2 Manually enter the information.

Log Vaccine Waste by using the 2D Scanner

1. Click the **Inventory Management** tab.
2. Click the **Reduce Inventory** button. You will be directed to the Reduce Inventory (scan) page.

3. Scan the **UoS barcode** on the vial using the 2D scanner.
4. Enter the **Reason** for the waste.
5. Enter the **Number of doses** wasted.
6. Click **Next**.
7. **Ensure** the information is correct.
8. Click **Finish**.

Reduce Inventory Manually

1. Click the **Inventory Management** tab.
2. Click **Manually Reduce Inventory**. You will be directed to the Manually Reduce Inventory page.

3. Select the **Manufacturer**.
 4. Select the **Product**.
 5. Enter the **UoU (vial) lot number**.
 6. Select the **reason for the reduction**.
 7. Enter the **number of doses reduced**.
 8. Click **Next**.
 9. Ensure the information is correct.
 10. Click **Finish** on the pop-up window.
- **NOTE:** When you log waste, you are logging doses.

Monitor COVID-19 Vaccine Inventory Levels

You can monitor the Inventory Levels by the Inventory Management page. Inventory levels and snapshots of available and booked appointments can be seen on the Inventory Management page. This page provides you with view of your inventory levels.

On this page, you'll find:

- The number of appointments available for the next 28 days.
- The number of appointments booked.
- The number of vaccine doses your clinic has available.

These numbers are automatically generated from the inventory and waste logged into VAMS.

The screenshot displays the 'Inventory Management' page within the VAMS system. The page features a navigation bar at the top with links to 'Recipient Check-In', 'Manage Appointments', 'Inventory Management' (which is highlighted), 'Inventory Requests', 'Manage Users', 'Clinic Details', 'Clinic Setup', 'Treatment Stations', 'Clinic Absences', 'Clinic Data', and 'Clinic Reservations'. Below the navigation bar, the 'Scheduled Appointments' section shows '0 next 28 days' and '0 total'. The 'Total on-hand inventory' section shows '999 doses'. At the bottom of the page, there are four buttons: 'Manually reduce inventory', 'Reduce inventory (scan)', 'Manually log inventory', and 'Scan inventory'.

Deactivate Your Clinic

You can deactivate your clinic when it is no longer needed to administer COVID-19 vaccines.

Deactivating will:

- Send an email to the jurisdiction POC stating the clinic was deactivated.
- Send a cancellation email to any recipient scheduled for an appointment at that clinic.
- Cancel all recipient appointments scheduled at that clinic.
- Remove the clinic in the search option.
- Deactivate all clinic inventory requests.
- Close all open appointments.

To Deactivate Your Clinic:

1. Click the **Clinic Details** tab.
2. Click the **Deactivate Clinic** button.



3. A pop up will appear asking you to **confirm deactivation**. You will also see any booked appointments and inventory for the clinic.
4. Click **Deactivate Clinic**.



NOTE: Deactivating a clinic will not remove your user permissions.

Once a clinic is deactivated, each user must be removed from VAMS following the same process in **Manage VAMS Users**.

Access Clinic Data

You will be able to view reports related to your clinic's vaccinations, scheduled appointments, and inventory.

To access reports:

1. Log into **VAMS**.
2. Click on the **Clinic Data** tab.
 - You will see **Vaccination Administration Report**, **Scheduled Appointment Reports**, and **Inventory – Vaccine Level Reports**. Under each section, you will see blue links to display details of each report.
3. Click a link to view the specific report.

The screenshot shows the VAMS interface with the 'Clinic Data' tab selected. A sidebar on the left lists report categories: 'Vaccination Administration Report', 'Scheduled Appointment reports', and 'Inventory - Vaccine level reports'. Each category has a 'Today' link. The main content area contains instructions on how to use the reports, such as clicking on the desired report to view metrics, customizing data, and using filters.

4. You will be taken to the report detail page.
5. On this page, you will be able to:
 - Filter each column on the table,
 - Search the report for specific data,
 - Refresh the report once filters are applied,
 - Export the data to an excel spreadsheet,
 - Click the blue links to display clinic or recipient information.

The screenshot shows the 'Vaccination Administration Report' detail page. It includes a header with the report title and a description. Below the header is a table with columns for Clinic Name, Appointment Address, First Name, Middle Name, Last Name, Birth Date, Gender, Mailing Street, Mailing City, Mailing State/Province, Mailing Zip/Postal Code, Cell Phone, and Email. The first row of data is highlighted, showing details for a clinic named 'Set Up Clinic Demo'.

	Clinic Name	Appointment Address	First Name	Middle Name	Last Name	Birth Date	Gender	Mailing Street	Mailing City	Mailing State/Province	Mailing Zip/Postal Code	Cell Phone	Email
1	Set Up Clinic Demo	1 Hal greer, Huntington, West Virginia 25705	Kiska	-	Dog	5/25/1950	Female	1 Kiska Dr	Huntington	West Virginia	25705	3046383818	tiffany.a.kota

Glossary of Terms

Word/Phrase	Definition
2D Barcode	A two-dimensional barcode that stores information vertically and horizontally. It may contain vaccine product identification information, lot number, and expiration date.
Member	Any worker, staff member, volunteer, other personnel or organization being added to VAMS to receive COVID-19 vaccine.
Mobile Clinic	A clinic that moves to multiple locations for vaccination (e.g., mobile clinic bus or van).
Multi-clinic User	A clinic user who performs the same or different roles at multiple clinics registered in VAMS. This user can switch between clinic accounts within the clinic portal.
Multi-user	A VAMS user with access to multiple VAMS portals (e.g., a clinic administrator who is registered as a VAMS recipient can access the Clinic Portal and Recipient Portal).
Organization	Any institution, association, company, or other group that will add their essential workers to VAMS.
Pop-Up Clinic	A temporary clinic that has one permanent location (e.g., clinic set up in a school gym that will stay at that location while it is open).
Third Party Clinic	A vaccination clinic established at a facility like a long-term care facility or correctional facility where the facility will be responsible for administering vaccines to recipients.
Treatment Station	Vaccination stations are currently called “treatment stations” in VAMS and therefore in parts of this user manual.
Unit of Sale (UoS)	The packaging in which the vaccine vials are delivered.
Unit of Use (UoU)	The vaccine vials.
Vaccine Clinic	A clinic administering COVID-19 vaccine (sometimes referred to as a ‘vaccine clinic’ in VAMS and their user manual).